

SANDY LANE SURGERY
PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD 26.03.12

Present

JT, RT, MT, BM, PO, RM, MG (New member UK)

Not Present

LB

Minutes of the meeting held 12.12.11 were read and amended, MG was present last meeting (apologies for not including)

New Member UK was introduced to the Group.

Updates of last meeting were discussed, which was mainly regarding the patient survey which was completed and analysed. The main focus is regarding answering the phones in the morning and appointments. It was suggested that maybe we could have 3 or 4 members of staff answering the phone upto 9am to save the patients being put on hold which can be very frustrating and quite costly to the patient on their telephone bill. Jill to discuss this with the Senior Receptionist and advise further. Another suggestion has been put forward by the IT/Admin Dept with regards to appointments that are offered. It has been suggested to do offer on-line cancelling via SystmOne for our patients instead of them trying to contact us by phone and also to cut down on many DNAs that can occur.

UK is new to the group and has made a few suggestions which were discussed at the meeting.

To try and get more members attracted to joining it has been suggested that the timings of the meeting can change. We have agreed at the moment to meet at 6pm for the next meeting, and then maybe 2pm the month after. If this is not suitable, may we suggest 6pm every two months. This may enable us to get more members who aren't as flexible to attend.

Suggestions made re the wording on some of the posters which are in reception to read more positive instead of negative, i.e. Change do not move the chairs to, Thank you for not moving the chairs, and for DNAs – Thank you to the xxxx people who arrived on time for their appointments this month. Xxxx missed theirs, other patients would love you to cancel, if you can't come.

We then discussed the complaints and significant events for the year 2011-2012 there were eight complaints and eight significant events.

The comments suggested to some of the complaints are below:

DVT – put poster up advising patients of warning signs to look for.

Midwife poster – re Family Illness, to inform patients that if they have a family illness to please make sure that we are informed.

Comments regarding no play area – Sign saying “The play area has been removed to prevent cross infection (This turns a negative – the “kill joy” aspect of either noise or patients moaning to a positive “we are looking after your child”)

New suggestions to put on our website:

We are a group of ordinary patients at this surgery, from all walks of life, working together with the staff through our Patient Participation Group.
Everyone wants to have a great service, both staff and patients.
Working together brings results- we changed moans to phones-now there are more people answering calls between 8 and 9am.

Do you have some good ideas?
Are there things about this practice you would like to share?
Do you want to hear the things others say?
Would you like to understand more about this practice?
Everyone is welcome to join us.
Can't make daytime? We also have evening meetings.
It only takes an hour of your time to come along and join in.

We'd love to hear from you and if you'd like to have groups for specific things that's great, just say.

Don't be shy... Just give reception your details and we'll be in touch-
See you Soon.

The above will be discussed at the next meeting with the next steps forward.

The meeting was then closed.

The next meeting will be held on: Monday, 30th April 2012 at 6pm